

WE SUPPORT



# Sustainability Report 2020

[www.sos.eu](http://www.sos.eu)



**SOS**  
INTERNATIONAL



# 1

## Statement from the CEO



As for many others, the Covid-19 pandemic has had a great impact on our business and ways of working in 2020. Societies, businesses and citizens have had to adjust to new circumstances and learn to navigate in these uncertain times with all that this implies.

In the midst of this pandemic, governments, organizations, businesses and consumers continue to emphasize the importance of a sustainable transition of our society and how the Covid-19 situation might help speed up this process.

SOS International continues to support the notion of a sustainable development of society. An ethically responsible and sustainable business conduct is an important part of SOS International, and our efforts in 2020 are a testament to this. One of many important sustainability topics in SOS International is the protection of personal data, and that is why I'm very proud of our new certification in ISO 27701 Privacy Information Management, which we obtained in 2020. This certificate is a tangible proof of our strong commitment and continuous efforts to protect personal data.

Our six selected UN Sustainable Development Goals and our support of the 10 principles of the UN Global Compact, have continued to foster and structure our work on mitigating our negative impact and improving our positive impact within our signature areas.

In 2021, we will enter a new strategy period which will include a strengthened strategic anchoring of the Sustainable Development Goals. 2021 will also be characterized as a year where we will focus on our future workspace and work environment, including how we continue to protect sensitive data when working more remote. This also includes fostering our corporate culture of zero-tolerance for any acts of discrimination or harassment. The well-being of our employees is paramount, and a non-discriminatory work environment is a given when working at SOS International – both now and in the future.

I hope you will enjoy our Sustainability Report 2020.

Niels Krag Printz  
CEO, SOS International

*This report has been prepared in accordance with article 99a and 99b of the Danish Financial Statements Act and complements SOS International's Annual Financial Report.*



This is our **Communication on Progress** in implementing the principles of the **United Nations Global Compact** and supporting broader UN goals.

We welcome feedback on its contents.

## 2

# SOS International Company Overview



SOS International is one of the leading assistance organizations in the Nordic region. From alarm centers in Denmark, Sweden, Norway and Finland, SOS International provides acute assistance all over the world, night and day, all year round.

SOS International offers a wide range of solutions in the form of worldwide medical and travel assistance as well as roadside assistance and healthcare solutions. SOS International secures the value chain on behalf of the customers as a trusted partner and aims to provide the optimal end-user experience while taking the total cost for the customers into account. As a trusted partner, quality and compliance are also key parameters.

SOS International has a comprehensive network of qualified suppliers and partners all over the world, and six strategic partner offices in high volume areas. Counting more than 900 employees, SOS International represents 30 nationalities and combined the employees speak more than 37 different languages.

SOS International was established in 1961 and is now owned by 13 of the largest insurance companies in the Nordic.

# 3

## A Sustainable Business Conduct

At SOS International, we want to be perceived as the most trusted assistance partner. To us, this entails being an ethically responsible and sustainable company. Our governance structure, management system and corporate policies are structuring and guiding our business conduct. The SOS International Compliance Board is responsible for overseeing our governance structures and ensuring that the policies and principles leading the business conduct are relevant and ambitious. Our CSR Committee ensures alignment across all locations when developing and implementing sustainability-related initiatives.

At SOS International, we define sustainability as the three factors; people, planet and profit. An important part of this definition is the understanding and awareness of the balance and interdependence between the three factors; one cannot work on one factor without affecting the other two.

This understanding is something we work on continuously integrating into our business practices – both in our operations as well as in our services.

To concretize this understanding, our definition of sustainability has been translated into three sustainability signature areas: People & Health, Climate & Environment and Ethics & Security. These signature areas are structuring our work with sustainability-related impacts and risks, in alignment with the ten principles of the UN Global Compact. We have been engaged in the Compact since 2017 and continue to commit to the sustainable transition of society.

The integration and structure of our signature areas are the foundation of our daily efforts to manage our impacts. This involves reducing our negative impact on the environment and climate, to ensure gender diversity and equal opportunities for all current and potential employees, to ensure a safe and healthy work environment and to mitigate the risk of corruption and bribery.

To support our efforts, six UN Sustainable Development Goals (hereon after SDG's) were identified in 2019. The past year, the framework of the SDG's has proven to continue supporting our work on managing our identified sustainability-related risks and impacts. The six SDG's and our efforts related to them will be presented throughout this report.



*SOS International supports the Sustainable Development Goals*

---

Our six selected SDG's were chosen based on a materiality assessment combined with the objective of identifying areas where we are able to make a difference. In 2020, the materiality assessment was reassessed, and the targets updated to ensure their continued relevance and alignment with our business conduct.

---

At SOS International, we strive to continue our efforts of integrating the SDG's and a sustainable mindset into every single thing we do. To us, that is an ethically responsible business conduct and the most sustainable way of doing business.

# 4

## People & Health

### In the business of helping people

SOS International helps end-users on behalf of our customers across our three divisions: Travelcare, Mobility and Healthcare. We try to have a positive impact on the health and well-being of our end-users whether it is guiding them on where to get medical assistance when travelling; quickly assisting them when standing on the side of the road with a broken-down vehicle; or when offering healthcare solutions. Our business models are encompassed in the SDG 3: Good Health and Well-Being, and this SDG works as a guideline on how we can continue to have a positive impact on the health and well-being of our end-users.



**3.6: By 2020, halve the number of global deaths and injuries from road traffic accidents.**

**3.8: Achieve universal health coverage, including financial risk protection, access to quality essential health-care services and access to safe, effective, quality and affordable essential medicines and vaccines for all.**

**3.d: Strengthen the capacity of all countries, in particular developing countries, for early warning, risk reduction and management of national and global health risks.**

### The well-being of our employees

At SOS International, we have a strategic goal of being an attractive employer. We believe that this strategic goal is important if we are to continue running a sustainable business. For us to succeed, the health and well-being of our employees are critical assets. We believe that healthy, happy and engaged employees are more inclined to do their best and thereby contributing to deliver the best service possible.

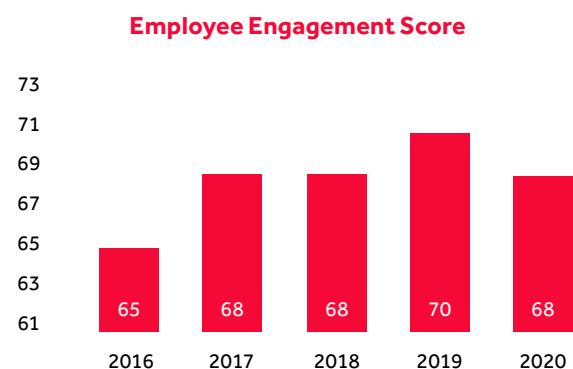
The health and well-being of our employees are affected by the risk of injuries and sickness. SOS International has a long line of initiatives in place to reduce this risk. As part of our corporate goal of being a healthy organization, we encourage our employees to integrate more physical activity into their workday through different local and cross-Nordic initiatives. Examples of local initiatives are encouraging our employees to do relaxation exercises while waiting by the coffee machine, using an exercise bike placed at our alarm center in Copenhagen or the offering of free health checks.

Covid-19 has had a tremendous impact on the international community and SOS International is no exception. The situation has forced us to make organizational adjustments and review our business procedures and processes in several aspects. One aspect is our work environment and how we continue to protect the mental and physical well-being of our employees while working partly from home. A long line of initiatives have been rolled out, supported by internal communication on how to ensure a proper physical and mental work environment when working from home, including advice on training exercises and how to take care of one's mental health. Furthermore, our offices have been updated with information posters on how to comply with behavioral national Covid-19 guidelines.

Working remote has raised new requirements to our leadership when leading at a distance. To support the managers during these different circumstances, training in remote leadership has been offered to all managers in SOS International.

The well-being of our employees is manifested in this year's Employee Engagement Survey (EES) which was conducted in September. This year, the EES was extended with questions related to Covid-19. As expected, the Covid-19 situation and organizational readjustments have had an impact on the overall satisfaction of our employees. The business activity and financial results have been negatively affected by Covid-19 which naturally has led to a significant uncertainty among our employees. This is a critical reason why the satisfaction score decreased by two points in 2020 compared to 2019. Our target was to reach a satisfaction score of 71 by 2020, which we thus unfortunately weren't able to meet. However, we are proud to see that the result of the EES also shows an increase in the already-high level of co-operation between employees and across the different teams. This is a testament to an organizational culture characterized by hard-working employees joining forces and finding new ways of working together to ensure that SOS International continues to deliver the best service possible.

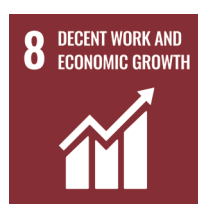
As an outcome of the EES, each department has made list of actions on issues deemed necessary to improve the employee engagement, and all managers are obligated to follow up on these actions and their effect. In 2021, we will work on evaluating the experiences 2020 and Covid-19 have given us in terms of how to ensure optimal working conditions for our employees. This will hopefully have a positive impact on our employees and lead us closer to reaching our new 2025 target of a satisfaction score of 72.



In accordance with our work with People & Health, the UN Sustainable Development Goals 5 and 8 and related targets have been identified. These goals support our efforts to mitigate the risk of sickness and injuries as well as the risk of limited employee diversity and equal opportunities.



*5.5: Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life.*



*8.5: By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value.*

*8.8: Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment.*

Our efforts to uphold a healthy and diverse work environment is in accordance with our support of the UN Global Compact principles 1-6 on human rights and labour rights. This commitment is manifested in several of our policies:

- Code of Conduct
- Supplier Code of Conduct
- Gender Equality Policy
- Personal Data Policy



In 2019, a new workspace concept was rolled out in SOS International. The focus of the concept is, among other things, on the well-being of our employees. In 2020, we have renovated new premises for our Gothenburg office, using this workspace concept. As an example, eco-labelled paint has been used on every surface to reduce our negative impact on the environment as well as reduce the risk of developing allergies. In January 2021, we will move to the new location.

Another important element of the workspace concept is the location of our offices. Easy access to public transportation is key, as SOS International wishes to make it easy for our employees to choose sustainable transportation. This was also a defining criterion when choosing the office in Gothenburg.

## Diversity and equal opportunities

We help a wide variety of end-users on behalf of our customers every day in more than 30 different languages, and to deliver the best service possible, a diverse composition of employees is key. We believe that diversity creates a wide array of competences and knowledge, leading to increased innovation and improved performance.

At SOS International, we have a zero tolerance towards acts of discrimination and harassment of any kind. Discrimination and harassment as well as a lack of diversity and equal opportunities for all employees are seen as risks that we wish to mitigate. Our efforts to do so, are formulated in our Gender Equality Policy, our Corporate Recruitment Policy and in local instructions on employee well-being.

---

To achieve our policy goals and ensure the employment of the best-qualified people, a number of actions are carried out:

- Making SOS International attractive to managers of all genders, e.g. by encouraging equal opportunities for career development.
  - Setting internal targets for the share of the under-represented gender.
  - Establish requirements for gender representation in recruitment procedures; we go for the best candidate regardless of gender.
  - Ensure equal pay for all who undertake the same job and/or have the same responsibilities.
  - Ensure that recruitment agencies present candidates of all genders.
- 

A way for SOS International to keep track of the degree of diversity is by measuring and setting targets for the gender composition on our management levels. We believe that the goal is to reach a balance in our gender diversity. In 2020, we have defined this definition as a distribution of 40%/60% or the percentage closest to<sup>1</sup>.

At our Board of Directors, the underrepresented gender accounts for 37 percent in 2020 out of the eight board members that are appointed by the owners of SOS International. We have therefore met our target of equal gender distribution. At our Group Management level, women continue to account for 33 percent, which likewise is defined as an equal distribution. For our remaining management levels, we see a composition of 48 percent women and 52 percent men, which likewise meets our target of equal distribution.

In 2020, we have continued to see a balanced gender composition among new hires in SOS International, regardless of the level of employment in the organization.

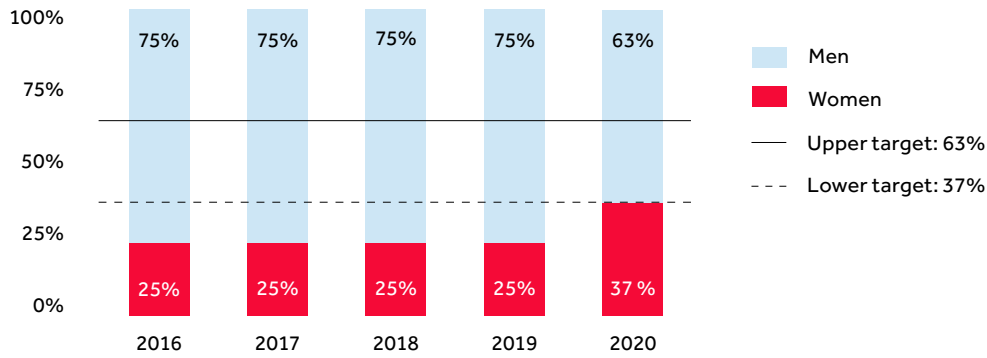
We will continue to work on equal opportunities for everyone because we believe it creates the most sustainable work environment and business.

<sup>1</sup> The Danish Business Authority defines an equal gender composition as a distribution of 40%/60% or the percentage closest to.

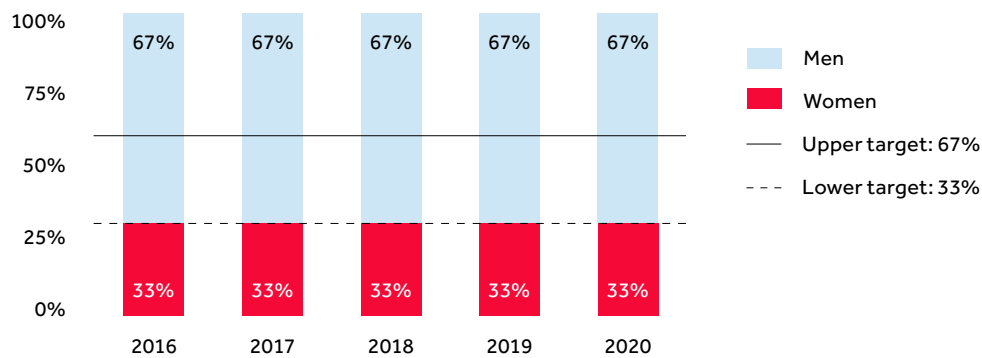


## Our targets and latest results related to our Gender Equality Policy

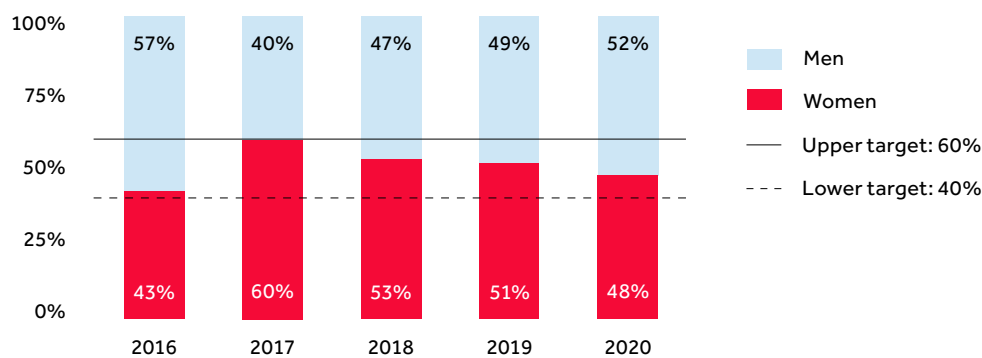
### Level 0: Board of Directors



### Level 1: Group Management



### Level 2-4: Other managers





# 5

## Climate & Environment

In accordance with our work with the signature area Climate & Environment, the UN Sustainable Development Goals 12 and 13 and related targets have been identified. These goals support our efforts to mitigate the risk of having a negative impact on the climate and the environment.



*12.2: By 2030, achieve the sustainable management and efficient use of natural resources.*  
*12.5: By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse.*

*12.6: Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle.*



*13.3: Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning.*

SOS International's overall target is to improve our impact on the climate and the environment by reducing our greenhouse gas emissions and use of resources as well as increase our reuse and recycling of waste.

These efforts are formulated in our Environmental Strategy, Travel Policy and Environmental Policy in our Mobility Division.

Our Mobility Division is certified in the ISO 14001 standard for Environmental Management. This certification is an assurance to our customers and to ourselves of our continual efforts to improve our environmental performance and reduce our carbon footprint.

Whereas the certification applies to our Mobility Division, SOS International's efforts also include our Travelcare Division and Healthcare Division.

At SOS International, the Environmental Strategy guides the business on how to practice a sustainable business conduct in everything we do:

*"The strategy ensures management commitment to effectively manage our significant environmental impacts. In SOS, we strive to continually enhance our environmental management system and overall environmental performance."*

### Emitting greenhouse gasses

In 2020, SOS International implemented the Greenhouse Gas Protocol Corporate Standard in our Green Accounts. The incentive to implement the standard has been to focus our own efforts and increase the level of transparency in our reporting. Furthermore, we wish to contribute to increasing the comparability across companies and sectors, with a common reporting standard.

Our scope 1<sup>2</sup> includes the roadside assistance vehicles at the SOS International station in Oslo, which is the only towing station owned by SOS International.

<sup>2</sup> Scope 1 (direct emissions) include CO<sub>2</sub>e emissions from sources owned or controlled by the company.



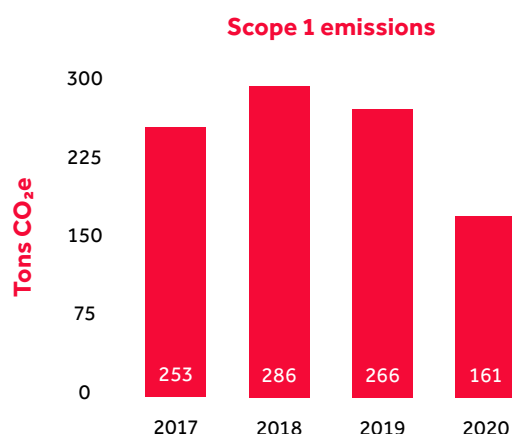
Scope 2<sup>3</sup> includes emissions from the energy bought and used by SOS International. This is electricity, gas, heating and cooling.

Based on an assessment of relevance and accuracy, the scope 3<sup>4</sup> emissions include greenhouse gas emissions from business travel and residual waste generated in SOS International.

In 2021, we will work on defining measurable targets and finding ways to extract accountable data on other scope 3 categories.

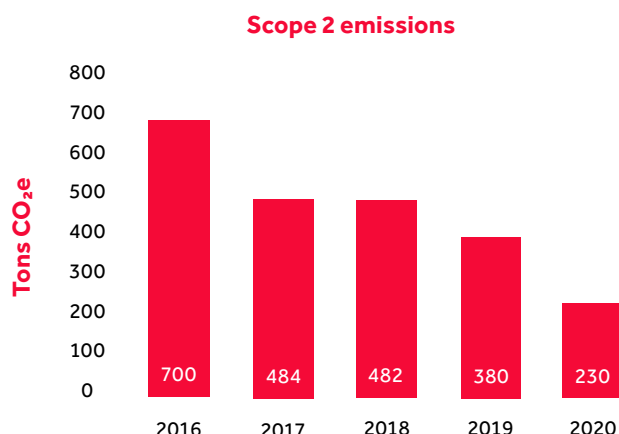
Due to the implementation of the GHG Protocol, some calculations have been changed retroactively. Please see the performance data overview in the back of the report for further information.

In 2020, the scope 1 greenhouse gas emissions from our own towing station in Oslo came to a total of 253 tons of greenhouse gas. This is a decrease by 12 percent compared to last year. This decrease is partially due to fewer cases but also due to an increase in kilometres driven per liter diesel.



<sup>3</sup> Scope 2 (indirect emissions) includes CO<sub>2</sub>e emissions from energy bought and consumed by the company.

<sup>4</sup> Scope 3 (other indirect emissions) includes CO<sub>2</sub>e emissions from the company's activities occurring from sources which the company does neither own nor can control.



Our scope 2 emissions in 2020 decreased by 30 percent to 230 tons of greenhouse gases compared to last year. Our actual use of energy has only decreased by 1 percent. This means that the significant decrease in our greenhouse gas emissions from our energy consumption is due to an increase in the proportion of renewable sources in the energy systems used in 2020, including a new electricity supplier for our office in Stockholm which uses 100 percent renewable sources.

In 2021, we will work on continuing the reduction in our energy consumption.

As for many other companies, the business travel activity has been unusually low in 2020 due to Covid-19. We emitted 43 tons of greenhouse gas when travelling for business purposes in 2020 which is a decrease by almost 80 percent compared to 2019.

It is our hope that the extensive use of video conference calls in 2020 has had an impact on our meeting culture in SOS International, and that we post Covid-19 will see a permanent drop in our business travel activity compared to pre Covid-19. In 2021, we will look into how we can support this change in culture.



## Our use of resources

Furthermore, we are also keeping track of our use of resources in the form of water and waste. Our water consumption decreased by 37 percent which in all likelihood is due to the significant increase in the number of employees working from home.

In 2020, we adjusted our waste management system at our Copenhagen office further as a result of the learnings we gained from our changes in the recycling setup in 2019. The average percentage of waste recycled at our offices increased by 5 percent. The residual waste we generated in 2020, emitted 9 tons of greenhouse gasses. We are thrilled to see an increase in the recycling percentage, thereby contributing to a higher volume of resources being reused instead of unnecessarily extracting new natural resources from our planet.

## Reusing resources

In alignment with our Environmental Strategy, a focus on waste is also present in our procurement choices. In 2020, we have prepared our new office in Gothenburg. A key part of the moving process has been the refurbishment and furnishing of the new office. An important objective was to find an office space that required as few renovations as possible. Furthermore, we have reused a long line of furniture, IT and other types of office equipment we already owned. These objectives have contributed to avoiding an unnecessary use of new resources.

This focus on recycling was also an important part of the process when we in 2020 cleared out the inventory in our storage room. Medical supplies were donated to the charity organization Global Medical Aid who collects medical equipment for the benefit of developing countries. The remaining inventory was firstly put for sale at an auction for our employees and found a new home instead of being thrown out. The remaining inventory was donated to Danish Red Cross. This initiative is another example of how we try to reuse resources in line with our Environmental Strategy.

## Services with a positive impact on the climate

A part of our service palette includes trained employees at our alarm centers assisting end-users over the phone and thereby not having to send out a roadside assistance vehicle. This is both timesaving for our end-users and beneficial for our impact on the climate. In 2020, these services saved more than 160 tons of greenhouse gas emissions.

To support the use of these services, our employees at the alarm centers as well as the roadside assistance workers have been trained to have the proper competencies to assist the increasing number of end-users owning electrical vehicles.

## Distance treatment

In our Healthcare Division, psychology counselling and physical therapy treatments through our video consultation system have been a part of the services offered for a long time. This service meets the increasing demand for flexible healthcare solutions while also reducing the greenhouse gas emissions from travelling to get treated. In some parts of our region, this means saving many kilometers on the road in areas with great distances. The number of these video consultations has increased by more than 600 percent compared to 2019. This significant increase is of course mainly due to Covid-19, but we believe that we will see a permanent increase compared to 2019 once the Covid-19 pandemic is past us.





# 6

## Ethics & Security

At SOS International, we want to be perceived as the most trusted assistance partner. To us, this means being an ethically responsible company and a good, corporate citizen.

SOS International has identified the UN Sustainable Development Goal 16: Peace, Justice and Strong Institutions as a goal that can support and guide our work on mitigating the risk of bribery and corruption as well as the risk of data breaches.



*16.5: Substantially reduce corruption and bribery in all their forms.*

*16.6: Develop effective, accountable and transparent institutions at all levels.*

### Mitigating the risk of fraud and corruption

At SOS International, no form of corruption, bribery nor fraud will be tolerated. Our Code of Conduct and Supplier Code of Conduct outline our policies on fraud, bribery and corruption, which are in line with our commitment to supporting the UN Global Compact principle 10 on anti-corruption.

Several policies are in place to mitigate the risk of fraud, bribery and corruption internally in our organization and to guide our employees on how to act compliantly. As an example, our Gifts & Representation Policy and Sponsorship & Donations Policy guide our employees on how to avoid receiving or giving gifts or donations that are or could be perceived as being a reward in exchange for a service or benefit.

A part of our ethical business conduct involves our continual efforts to mitigate the risk of corruption or fraud in our value chain. As an example, employees in our Mobility Division are trained to detect fraud related to car accidents.

Furthermore, the processes related to competition law have been updated in 2020, with a focus on increasing the internal awareness through different channels. As an example, the internal training of relevant employees has been strengthened and structuralized further.

**In our Conflict of Interest Policy, it is stressed that “our business and the provision of services shall never be influenced by personal concerns and relations of our employees (...)”**

### The right to privacy in the digital age

At SOS International, we handle various types of sensitive and personal data every day. This poses a risk of data breaches which we mitigate through a long line of measures and initiatives such as internal employee campaigns on deleting emails no longer needed. This is based on the reasoning that the fewer data we possess, the smaller the risk of a security breach.

Another measure is ensuring a 24/7 operational setup through resilient business continuity management. This was put to the test when the Covid-19 pandemic hit. In February, emergency plans were updated, and the technology was reviewed for

several possible scenarios. Our Travel Policy was updated to minimize our travel activity. Furthermore, our alarm centers were divided into different office spaces to reduce the risk of our employees being infected with Covid-19 and hence having to shut down our alarm centers. As the Nordic countries shut down in March, SOS International was ready to adjust to the situation, making sure that more than 900 employees were able to work from home, including five alarm centers that had to continue working in case employees had to answer the phone from home. This proper due diligence is a testament to our well-functioning resilient business continuity management which ensured that the transition to working from home happened without any major obstacles and that it continues to function well.

To support and guide our mitigation measures, we have several policies and processes in place. Our Information Security and Privacy Code of Conduct consists of a long line of information security policies that underline the criticality of data protection.

SOS International is certified in ISO 27001 on Information Security Management. In 2020, our certification was extended to include 27701 on Privacy Information Management. The extension is a testament to our work on protecting personal data. We support the Universal Declaration of Human Rights and believe that the right to privacy in the digital age is of great importance. We must protect the individual's right to the protection of personal data as well as other types of sensitive data. Our ISO certificates are an assurance to our customers, end-users and ourselves of our continuous efforts to mitigate information security risks and ensure personal data protection.

### **Strengthening our supplier and customer management**

In line with SOS International's dedicated work on personal data protection, we have started offering an e-learning course on handling and processing of personal data to all roadside assistance workers in our Mobility network. This has been well-received by our network, and in 2021 we will continue to help

reinforce compliance in our Mobility network. In 2020, we have strengthened our supplier management through other initiatives as well. Additional measures have been added to further strengthen the network management processes. These measures ensure that SOS International will not use suppliers appearing on the EU Terrorist List or Financial Sanctions List.

### **Working in compliance with corporate policies**

To support all employees on being aware of our corporate policies and working in compliance with them, an introduction to the policies is a part of the employee onboarding process when joining SOS International. To ensure that all employees continuously comply with our policies, all employees are completing an annual mandatory brush-up e-learning course on compliance.

2020 is also characterized by a continuous implementation of compliance-related courses directed at the different units within SOS International. In 2021, we will continue to work on implementing a structural and targeted compliance training to improve awareness on different compliance-related matters.



# Performance data

	Related SDG	Change from previous year	Unit	2020	2019	2018	2017	2016
Gender diversity Board of Directors	5.5	48 %	%	37	25	25	25	25
Gender diversity Group Management	5.5	0 %	%	33	33	33	33	33
Gender diversity other managers	5.5	-6 %	%	48	51	53	60	43
Gender diversity new hires	8.5	-24 %	%	41	54	56	60	–
Employee engagement	8.5	-3 %	%	68	70	68	68	65
<b>CO<sub>2</sub>e Scope 1</b>	12.2, 13.3	-39 %	Tons CO <sub>2</sub> e	161	266	286	253	–
<b>CO<sub>2</sub>e Scope 2</b>	12.2, 13.3	-39 %	Tons CO <sub>2</sub> e	230	380	482	484	700
<b>CO<sub>2</sub>e business travel (scope 3)</b>	12.2, 13.3	-78 %	Tons CO <sub>2</sub> e	43	195**	221**	177**	–
<b>CO<sub>2</sub>e waste (scope 3)</b>	12.2, 12.5, 13.3	-10 %	Tons CO <sub>2</sub> e	9	10	9	9	–
Recycling	12.5	5 %	%	42	40	31	23	–
Water	12.2	-37 %	m <sup>3</sup>	3.544	5.586	6.675	6.488	7.765
Energy	12.2, 13.3	-1 %	MWh	2.647	2.673	2.762	2.610	3.091
Video consultations	12.2, 13.3	631%	#	3.375	462	–	–	–

In line with the GHG Protocol principle of completeness, data have been extrapolated in cases where it has not been able to retrieve it. The extrapolated data are based on a benchmark of known employee ratios from other SOS International office locations. The extrapolation percentage (based on amount of CO<sub>2</sub>e emissions) is as follows for each scope:

	2020	2019	2018	2017
<b>Scope 1</b>	0 %	0 %	0 %	0 %
<b>Scope 2</b>	11 %	20 %	21 %	36 %
<b>Scope 3 business travel</b>	0 %	59 %	59 %	59 %
<b>Scope 3 waste</b>	27 %	38 %	36 %	52 %

The CO<sub>2</sub>e emissions inventory has been conducted in accordance with the financial control approach.

\*The calculated amount of residual waste at the Copenhagen and Stockholm office have been changed retroactively due to a new conversion factor calculated by Frederiksberg Municipality

\*\*The implementation of a new cost handling system in 2019 has made it possible to track our greenhouse gas emissions from our use of taxis and private cars when travelling for business purposes. These data are included in this year's report and onwards. An estimation of the use of taxis and private cars in 2017-2019 have been estimated and the total emissions from business travel changed retroactively.

# Data sources

	CO <sub>2</sub> e factor sources	Consumption data sources
<b>Scope 1</b>		
Diesel	Danish Technological Institute (gronberegner.dk)	Liters consumed
<b>Scope 2</b>		
<b>Electricity</b>		
Copenhagen N6	Energinet	Electricity consumption
Copenhagen N10	Energinet	Electricity consumption
Aarhus	Energinet	Electricity consumption as informed by our supplier
Gothenburg	See 'consumption data sources'	Estimation of CO <sub>2</sub> e emitted based on a benchmark of known employee ratio from other SOS International office locations
Stockholm	2016-2017: See 'consumption data sources' 2018-2019: Energinet (Copenhagen factor) 2020: E.ON's (our supplier)	2016-2017: Estimation of CO <sub>2</sub> e emitted based on a benchmark of known employee ratio from other SOS International office locations 2018-2020: Electricity consumption as informed by our supplier
Oslo	2016-2019: See 'consumption data sources' 2020: Norwegian Water Resources and Energy Directorate	2016-2019: Estimation of CO <sub>2</sub> e emitted based on a benchmark of known employee ratio from other SOS International office locations 2020: Electricity consumption as informed by our supplier
Oslo station electricity and heating	2017-2019: Energinet (Copenhagen factor) 2020: Norwegian Water Resources and Energy Directorate	Heating runs on electricity and it is not possible to separate the two. 2017: Estimation of electricity and heating consumed based on the average annual percentual reduction from 2018 to 2020. 2018-2020: Electricity consumption as informed by our supplier
Helsinki	2016-2018: See 'consumption data sources' 2019-2020: Energinet (Copenhagen factor)	2016-2018: Estimation of CO <sub>2</sub> e emitted based on a benchmark of known employee ratio from other SOS International office locations 2019-2020: Electricity consumption as informed by our supplier

	CO <sub>2</sub> e factor sources	Consumption data sources
<b>Scope 2 (continued)</b>		
<b>Heating</b>		
Copenhagen N6	Fjernvarme Miljønetværk Hovedstaden	Heating consumption
Copenhagen N10	See 'consumption data sources'	Estimation of heating consumed based on a benchmark of known employee ratio from other SOS International office locations
Aarhus	2016-2019: See 'consumption data sources' 2020: Fjernvarme Miljønetværk Hovedstaden	2016-2019: Estimation of heating consumed based on a benchmark of known employee ratio from other SOS International office locations 2020: Heating consumption as informed by our supplier
Gothenburg	See 'consumption data sources'	Estimation of CO <sub>2</sub> e emitted based on a benchmark of known employee ratio from other SOS International office locations
Stockholm	See 'consumption data sources'	Estimation of CO <sub>2</sub> e emitted based on a benchmark of known employee ratio from other SOS International office locations
Oslo	2016-2019: See 'consumption data sources' 2020: Oslofjord Varme (our supplier)	2016-2019: Estimation of CO <sub>2</sub> e emitted based on a benchmark of known employee ratio from other SOS International office locations 2020: Heating consumed as informed by our supplier
Helsinki	See 'consumption data sources'	Estimation of CO <sub>2</sub> e emitted based on a benchmark of known employee ratio from other SOS International office locations
<b>Cooling</b>		
Oslo	Oslofjord Varme (our supplier)	Cooling consumption as informed by our supplier
<b>Gas</b>		
Copenhagen N6	Frederiksberg Forsyning (their CO <sub>2</sub> factor because HOFOR has informed us that there are only immaterial contributions besides from the direct emissions)	Gas consumption

	CO <sub>2</sub> e factor sources	Consumption data sources
<b>Scope 3</b>		
<b>Flights</b>	Chalmers University of Technology (flight-emissionmap.org)	Kilometers flown informed by travel agent and estimated kilometers flown calculated using flightemissionsmap.org
<b>Taxis</b>	Department for Environment, Food and Rural Affairs	Kilometers driven is estimated based on a sample of receipts showing price per kilometer
<b>Private cars</b>	Department for Environment, Food and Rural Affairs	Kilometers driven based on distance between starting address and final destination.
<b>Residual waste</b>		
Copenhagen N6	The Danish Business Authority's "CO <sub>2</sub> beregner"	Kilograms and liters of recycled and residual waste, respectively, informed by our supplier
Copenhagen N10	The Danish Business Authority's "CO <sub>2</sub> beregner"	Kilograms and liters of recycled and residual waste, respectively, informed by our supplier
Aarhus	The Danish Business Authority's "CO <sub>2</sub> beregner"	Waste volume: Estimation based on a benchmark of known employee ratio from other SOS International office locations. Recycling percentage: An average percentage of recycled waste from known data
Gothenburg	The Danish Business Authority's "CO <sub>2</sub> beregner"	Waste volume: Estimation based on a benchmark of known employee ratio from other SOS International office locations. Recycling percentage: An average percentage of recycled waste from known data
Stockholm	The Danish Business Authority's "CO <sub>2</sub> beregner"	2017: Waste volume: Estimation based on a benchmark of known employee ratio from other SOS International office locations. Recycling percentage: An average percentage of recycled waste from known data 2018-2020: Kilograms of recycled and residual waste, respectively, informed by our supplier
Oslo	The Danish Business Authority's "CO <sub>2</sub> beregner"	2017-2019: Waste volume: Estimation based on a benchmark of known employee ratio from other SOS International office locations. Recycling percentage: An average percentage of recycled waste from known data 2020 and onwards: Kilograms of recycled and residual waste, respectively, informed by our supplier
Helsinki	The Danish Business Authority's "CO <sub>2</sub> beregner"	Waste volume: Estimation based on a benchmark of known employee ratio from other SOS International office locations. Recycling percentage: An average percentage of recycled waste from known data











[www.sos.eu](http://www.sos.eu)